

## Water FAQ's

### **What services does City of Bloomington Utilities Department provide?**

City Utilities Department provides water, wastewater and storm water services to Bloomington and part of the surrounding area. Click [here](#) for details on these services. City Utilities Department **does not** provide electrical, gas or cable TV service.

### **When is my Utility bill due?**

All utility bills are due on the same date, near the end of each month. The exact day will vary slightly from month to month.

### **How can I pay my water bill?**

You have five basic options:

- [AQUA Pay](#) --Sign up for our preauthorized automatic payment option, which allows for prompt payment directly from your checking or savings account each month on the date your bill is due.
- [Online Payment](#) --Our online payment option is a one-time draw directly from your bank account. You will need your bank account number and bank routing number for this option.
- **Mail** --Payment stubs should be mailed in the envelopes provided to:

CITY OF BLOOMINGTON UTILITIES DEPARTMENT  
ACCOUNTS RECEIVABLE  
P O BOX 2500  
BLOOMINGTON IN 47402-2500

- **Drop box** --You may use the drop box next to the main entrance to the IU Research Park, the northern section of the Showers Building (501 N. Morton Street).
- **In Person** --You may pay in person at our office at 501 N. Morton Street, Suite 110 (in the IU Research Park, the northern section of the Showers Building), Monday through Friday between 8 am and 5 pm.

### **What if I can't pay my bill by the due date?**

Options are available. Please contact Customer Service to discuss your specific needs at 349-3930.

### **How much is a typical water and sewer bill?**

The bill is calculated based on the size meter you have and the amount of water you use. Most residential households are served by 3/4 inch meters. The following table shows the calculations for a typical residential customer in the city limits with two people and four people living in the household. Please see the [rate schedule](#) for more information. These rates effective January 1, 2006.

<b>Number in Household</b>	<b><i>2 people</i></b>	<b><i>4 People</i></b>
<b>Meter Size</b>	3/4"	3/4"
<b>Gallons Used</b>	5,000	10,000
<b>Units Used</b>	5	10
<b>Water Charges-Meter</b>	\$6.18	\$6.18
<b>Water Charges-Usage</b>	$\$2.14 \times 5 = \$10.70$	$\$2.14 \times 10 = \$21.40$
<b>Water Charges-Tax</b>	$(\$10.70 + \$6.18) \times 6\% = \$1.00$	$(\$21.40 + \$6.18) \times 6\% = \$1.65$
<b>Wastewater Charges-Meter</b>	\$4.26	\$4.26
<b>Wastewater Charges-Usage</b>	$\$4.16 \times 5 = \$20.80$	$\$4.16 \times 10 = \$41.60$
<b>Stormwater Charge</b>	\$2.70	\$2.70
<b>Total Bill</b>	\$46.64	\$77.79

### **How do I connect to sewer if my house is on a septic system?**

The first step is to call the City Utilities Engineering Department at 812-349-3650 to determine if your residence is close enough to the sewer system to connect. If it is not, the engineers will evaluate the feasibility of getting your neighborhood served by analyzing maps of the sewer system. If sewers can be extended to serve your neighborhood and 60% of the property owners request service and put up deposits, a project will be implemented to extend sewer to your neighborhood. The total cost of the project is divided evenly among the number of homes served. The City of Bloomington Utilities Department budgets about \$100,000 annually to its neighborhood sewer program.

### **Where does our [drinking water](#) come from?**

Monroe Reservoir, commonly referred to as Lake Monroe, is the sole source of water for Bloomington. It is located six miles southeast of the city, has a drainage area of 441 square miles and a surface area of 10,750 acres at normal pool level. The lake is owned by the State of Indiana Department of Natural Resources and maintained by the Federal Army Corps of Engineers. According to the Indiana Department of Natural Resources, the dependable yield from the reservoir is 122 million gallons per day. Of this amount, 25% is committed to withdrawal by all users of the reservoir. The Army Corps of Engineers maintains the pool elevation of Lake Monroe, which is usually 538 feet above sea level. The City purchases water from the State of Indiana for use at the Monroe Water Treatment Plant.

### **What happens to the water I flush?**

Sanitary sewage wastewater normally flows by gravity through underground pipes to one of Bloomington's wastewater treatment plants where the water is treated physically, chemically, and biologically before being discharged back to the environment. The pipes follow the natural drainage of the land and get larger as you go downstream and more

land is served. Gaps in the gravity sewer system are overcome by installing sewer lift stations at low points in the area or neighborhood where the wastewater collects in large manholes and is pumped to gravity sewers further downstream. Most residential neighborhoods are served by 8 inch diameter gravity sewers; the largest gravity sewer in Bloomington is a 48 inch pipe. People who live north of 12th Street are served by the Blucher Poole Wastewater Treatment Plant. The majority of the city is served by the Dillman Road Wastewater Treatment Plant.

**What is an easement?**

An easement is the right afforded a person or company to make limited use of another's real property. Utility companies obtain easements for the installation and maintenance of power lines, telephone or television cables, and gas, water, and sewer mains.

New development is required to grant easement to City of Bloomington Utilities Department for all public sewer and water lines within the development. Certain water, sanitary sewer, or drainage projects involve acquisition of easements from property owners by City Utilities Department. Depending on the nature of the project, City Utilities Department may require that the easements be contributed in order to allow the project to proceed, or may offer fair market value compensation.



## City of Bloomington Utilities Customers Rights and Responsibilities

The City of Bloomington Utilities (CBU) is a municipally owned water, wastewater and stormwater utility under the guidance of the seven member Utility Service Board, which is appointed by the Mayor and City Council. CBU is responsible for the production and distribution of drinking water, the collection and treatment of sanitary sewage, and the operation and maintenance of the City's storm water system. Our goal is to provide you the highest quality product and service possible while meeting all regulations.

The following basic information should be retained.

1. Customers are billed for services and charges in arrears. We invoice all customers near the 1<sup>st</sup> of each month for all goods and services provided for the prior calendar month. Payment is due upon receipt of your statement. Please allow adequate mailing and processing time to avoid penalties. If you are paying by check or money order, please return the top portion of your invoice in the enclosed envelope.
2. Please check all service addresses and services listed on your invoice for accuracy.
3. We welcome your inquiries and suggestions. You may email us [utilities.ar@city.bloomington.in.us](mailto:utilities.ar@city.bloomington.in.us) or telephone Customer Relations at 812-349-3930.
4. Forms for service changes are available on our web page at <http://www.city.bloomington.in.us/utilities/forms/>. Comments and suggestions may be mailed to City of Bloomington Utilities; Accounts Receivable; PO BOX 1216; BLOOMINGTON IN 47402-1216.
5. Your timely payments are needed to maintain reasonable utility rates. Customers that do not pay upon receipt are assessed a late payment charge as prescribed by State law. This penalty amount is shown on your invoice. You are allowed 17 days to pay the invoice before the penalty is accessed. The penalty is assessed as noted on the statement delinquent date.
6. **If your account is past due you may be subject to disconnection of water services.** You will be notified in writing that CBU intends to disconnect your water service, and you will be given a specific period of time to bring your account current and avoid disconnection. If your service is disconnected, you will be required to bring your account current and pay additional fees to cover CBU's cost to disconnect and reconnect your service before service will be restored.
7. Disconnection of water service may be delayed or avoided (a) if the customer provides CBU with a medical statement from a licensed physician or public health official which states that disconnection would be a serious and immediate threat to health or safety of a designated person in the household of the customer, (b) if the customer arranges to pay the full amount due over a reasonable period of time as provided in 170 Indiana Administrative Code 6-1-16, or (c) if the customer files a complaint with the Indiana Utility Regulatory Commission pursuant to 170 Indiana Administrative Code 6-1-17. The Commission will not hear complaints about any bill which is delinquent at the time the complaint is filed.
8. Appeal can also be sought to the Utilities Service Board as provided in Section 9 "Inquiries and Appeals" of the CBU *Rules, Regulations and Standards of Service*.

Thank you,

Patrick Murphy  
Utilities Director

[www.city.bloomington.in.us/utilities](http://www.city.bloomington.in.us/utilities)



CITY OF BLOOMINGTON UTILITIES

DUE UPON RECEIPT

\$0.00

RECEIVED AFTER 06/28/02

\$0.00

CUSTOMER NUMBER

63061



If you are not currently using our electronic pre-authorized debit payment service, Aqua Pay, please return invoice using the enclosed envelope. Make check payable to:

City of Bloomington Utilities

Mail payment to: Allow 5 days for delivery.

## Charges



CITY OF BLOOMINGTON UTILITIES  
1969 S HENDERSON ST  
BLOOMINGTON IN 47401-6567

CITY OF BLOOMINGTON UTILITIES  
ACCOUNTS RECEIVABLE  
PO BOX 2500  
BLOOMINGTON IN 47402-2500



PLEASE RETAIN THIS PORTION FOR YOUR RECORDS

## Statement Summary

Previous Bill	\$934.91
Payment - Thank You	\$934.91
Adjustments	\$0.00
Balance	\$0.00
Current Service Charges	\$1,129.75
Additional Charges	\$0.00
Total Due	\$0.00
Amount Due if Paid after 06/28/02	\$0.00

## Customer Name

CITY OF BLOOMINGTON UTILITIES

## Customer Number

63061

## Message

As an AQUAPay customer, \$1,129.75 will be debited from your bank account on 06/28/2002.

## Properties

Location ID	Service Dates	Location Service Address		Water	Wastewater	Stormwater	Total
16072	04/12-05/11	1969 S HENDERSON ST	UTILITIES SERVICE CE	\$111.79	\$131.07	\$214.72	\$457.58
36777	04/12-05/11	3660 E TAMARRON DR		\$5.51	\$3.63	\$2.35	\$11.49
39355	04/12-05/11	100 W DILLMAN RD	DILLMAN WASTEWAT	\$237.86	\$0.00	\$0.00	\$237.86
40754	04/12-05/11	5555 N BOTTOM RD	BLUCHER POOLE WA	\$422.82	\$0.00	\$0.00	\$422.82

## Charges

Location ID	Water				Wastewater		
	Service	Usage	Fire Protection	Tax	Service	Usage	Units
16072	\$4.01	\$0.00	\$1.50	\$0.00	\$0.00	\$0.00	
16072	\$30.87	\$57.96	\$17.45	\$0.00	\$3.63	\$127.44	36
36777	\$4.01	\$0.00	\$1.50	\$0.00	\$3.63	\$0.00	0
39355	\$50.77	\$136.85	\$50.24	\$0.00	\$0.00	\$0.00	
40754	\$13.36	\$396.06	\$13.40	\$0.00	\$0.00	\$0.00	

## Services

Location ID	Description	Serial	Size	Read Dates		Number of Days	Readings		Units	Avg	Prior Year
				Current	Prior		Current	Prior			
16072	Irrigation	54832095	3/4"	04/30/02	03/28/02	33	8	8	0	1	1
16072	Domestic Water	01195185	3"	04/30/02	03/28/02	33	1547	1511	36	31	0
36777	Domestic Water	56567111	3/4"	04/26/02	04/01/02	25	1	1	0	0	0
39355	Domestic Water	01577748	4"	04/30/02	03/28/02	33	1510	1425	85	39	35
40754	Domestic Water	54281655	2"	04/29/02	03/27/02	33	1019	773	246	413	303

- ① Total due with and without late charges.  
If you are using Aqua-Pay, these will always show as zeroes.  
If the amount is in parentheses, you have a credit balance and owe nothing.
- ② Various announcements will appear here.  
If you are using Aqua-Pay, the amount and date of the deduction from your account will appear here.
- ③ Payments we received from you will show here.  
If you pay late, the payment will not show until NEXT month's statement.
- ④ Lab charges, late charges, and other miscellaneous charges will show here under Additional Charges.
- ⑤ There will be a separate line for each property you are billed for in each of the sections here. Each property has a unique Location ID.
- ⑥ These are the dates of utility service covered by this bill.  
These dates are NOT the dates that your meter was read.
- ⑦ These are the dates that we physically read your water meter.
- ⑧ Each unit is 1,000 gallons.





**City of Bloomington**  
**Utilities Individual Customer Contract**



Please mail this form to CBU, P.O. Box 2500, Bloomington, IN, 47402-2500; or fax to (812) 331-5407.

**Please include a photocopy of your picture ID (driver's license, student ID)**

**Please type or print full legal name:**

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Middle Name: \_\_\_\_\_

Service Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Social Security #: \_\_\_\_\_ Date of Birth (Day-Month-Year): \_\_\_\_\_

Telephone #: \_\_\_\_\_ Email Address: \_\_\_\_\_

I am the Property Owner [ ☐ ] Tenant [ ☐ ] Other [ ☐ ] (explain): \_\_\_\_\_

Name of the Property Owner: \_\_\_\_\_ Owner's #: \_\_\_\_\_

Your Employer's Name: \_\_\_\_\_ Employer's #: \_\_\_\_\_

Requested Date of Change: \_\_\_\_\_ Customer Acct #: \_\_\_\_\_

I am a new customer to City of Bloomington Utilities: Yes [ ☐ ] No [ ☐ ]

*- In the event of an emergency concerning your water and/or wastewater service, please provide us with the following emergency contact information:*

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_

**I hereby contract with City of Bloomington Utilities (CBU) for service and agree to pay CBU for such service in accordance with its established rates. I also agree to conform to all CBU Rules, Regulations, and Standards of Service and applicable Indiana law, governing the use of water, wastewater, and stormwater, now in force or which may hereafter be adopted.**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



**CITY OF BLOOMINGTON UTILITIES  
REQUEST FOR DISCONNECT  
OF SERVICE AND FINAL BILL**

Account #: \_\_\_\_\_ Requested Date of Disconnection: \_\_\_\_/\_\_\_\_/\_\_\_\_

Printed Name: \_\_\_\_\_

Service Address: \_\_\_\_\_ Apt \_\_\_\_\_ Zip \_\_\_\_\_ - \_\_\_\_\_

Telephone: \_\_\_\_\_

Permanent Mailing Address for Final Billing Statement: \_\_\_\_\_  
\_\_\_\_\_

Forwarding Telephone Number: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

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**For Office Use Only:** Meter Location: \_\_\_\_\_

Meter Size: \_\_\_\_\_ Meter Serial Number: \_\_\_\_\_ Final Reading \_\_\_\_\_

Date of Reading: \_\_\_\_/\_\_\_\_/\_\_\_\_ Time of Reading: \_\_\_\_\_ a.m./p.m. Service Person: \_\_\_\_\_

Comments: \_\_\_\_\_

Entered to SSI: By: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Time: \_\_\_\_\_

\*Please mail this form to CBU, P.O. Box 2500, Bloomington, IN, 47402-2500 or fax to (812) 331-5407\*

**If water service is disconnected (without a new signer), a service fee of \$18.00 will appear on your final billing statement. If you have any additional questions, please contact us at (812) 349-3930.**





**City of Bloomington Utilities**  
**Authorization Agreement**  
**for Preauthorized Payments**



I hereby authorize **City of Bloomington Utilities**, hereinafter called the COMPANY, to initiate ACH debits to the account identified below at \_\_\_\_\_, (your Financial Institution) and authorize the institution to charge such debits to my account.

Such debits shall be equal to \$ **monthly utility bill** and payable **monthly** on the due date. Adjusting entries to correct errors are so authorized. It is agreed that these debits and adjustments will be made electronically and under the rules of the National Automated Clearing House Association (NACHA). This authorization is to remain in full force and effect until written notification is given to the COMPANY of its termination in such time and in such manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it.

CBU Customer Legal Name (Last, First, Middle format for individual)		
CBU Customer SSN	Date of Birth ____/____/____	
CBU Business Customer's Federal TIN	Date of Incorporation ____/____/____	
Name of your Financial Institution		
Routing Number	Account/Customer Number	Indicate Type of Account ____ Checking ____ Savings
Printed Name of Authorizing Party (bank account holder, if different than the CBU customer)		
Signature of Authorizing Party		
Date ____/____/20____		

**Please attach Your Voided Check to this Authorization (over the below example)**

**Sample Check**

**Walter Walnut**  
**Marie Walnut**  
1234 Main St  
Bloomington, IN 47401

PAY TO THE ORDER OF \_\_\_\_\_ \$ \_\_\_\_\_

ANYPLACE BANK  
Bloomington, IN 47401

For \_\_\_\_\_

Routing Number: \_\_\_\_\_ Account Number: \_\_\_\_\_

1234

Do not include the check number

1: 250250025 1: 202020 " 1234

Please mail to: City of Bloomington Utilities Accounting, P.O. Box 1216, Bloomington, IN 47402-1216  
or fax to: (812) 331-5964



## Helpful Cold Weather Suggestions

With cold weather upon us again, the City of Bloomington Utilities Department would like to remind our customers of several helpful hints that could prevent damage to your property.

**Know the location of your inside water shut off** and the location of your **outside water meter**. This information could save valuable time in an emergency.

**During subzero weather allow for a small flow of water to run from at least one cold water faucet.** This water should form a stream about the diameter of the lead of a pencil, and should run 24 hours a day. If you live in a house trailer you may have to protect your drain pipes from freezing as well.

**Protect your water pipes.** Close off crawl spaces and basement windows. Insulate exposed pipes and / or apply heat tapes.

**Open up cupboards and closets** allowing air to circulate around the water pipes.

If your pipes do freeze, **never apply an open flame to thaw them.** Each year the Fire Department receives several calls from people who have set their floor joists on fire. **Instead, use a hair dryer to apply warmth to the pipes.**

The Fire Department suggests that you **use extreme caution with auxiliary heating devices** such as kerosene heaters. Read the manufacturers directions carefully. Be sure there is sufficient ventilation to avoid carbon dioxide buildup. Do not leave wood burning stoves unattended.

If you have had your water lines freeze in the past be extra careful. The 10 or 20 cents per day that it will cost to let the water run is a small investment compared to the inconvenience or damage that may occur if your water lines freeze or burst.

If your lines do freeze, be on guard when the pipes do thaw out, frozen pipes can split or break. After they thaw the resulting leak could cause extensive property damage. When possible, isolate frozen lines by shutting them off.

If problems do develop you can contact the Utilities Department during **regular hours (7:00 a.m. to 5:00 p.m.) at 349.3690 or 349.3691. After hours call 339-1444.** We will answer service requests as quickly as possible.